REVISIONS				
LTR	DESCRIPTION		DATE	APPROVED
-	Original SOP under Document Control.		Mar. 31, 1994	Apr. 29, 1994
A	Changes to Para. 1.3, 1.4, 2.3, 2.4, 2.5, 3.1c, 3.3c, 3.4, 3.5, 4., 4.1, 4.3, 4.4, 4.6, 5.2, 5.4, 7.1, 7.3, & 9.5.		Jul. 26, 1994	Aug. 23, 1994
B	Changes to Para. 1.1, 1.2, 1.3, 1.4, 2., entire 3. section, 4.1, 4.4, 4.6, 5.1, 5.4, 5.5, 5.6, 5.7, 6.1, 6.2, 7.2, 8.1, 8.2, 8.3, 9.1, 9.2, 11.3. Delete Para. 3.1, Add Para. 8.4.		Nov. 9, 1994	Nov. 29, 1994
C	Changes to Para. 1.2, 2.1, all of 3. (including all subparagraphing), 4.1, 4.4, 4.5 (including subparagraphing), 4.6, 4.7, (including subparagraphing), 6.1, 6.2, 7.4, 9.2, 11. (including subparagraphing). Add "Reference Documents" as new Para. 1 & renumber all paragraphs thereafter. Add Para. 12.		Jan. 10, 1995	Feb. 6, 1995
D	Add Para. 4.5.3.11. Changes to Para. 4.8.2.4. Addition of Para. 14. Change reference of MIL-H & MIL-I TO MIL-PRF. Add reference to MIL-PRF-31032 spec, as needed.		Sep. 6, 1995	Oct. 25, 1995
E	Replace all references of Letter of Conformance (LOC) to registration; delete references to specific hi-rel specs (e.g., Para. 1, 2.3, & 6.2); revise Para. 1., 2.4, 4.2.2, 4.3.3, 5., 5.8, 6.7, 11.1, 12.4, & 14.		Feb. 7, 1996	Apr 29, 1996
F	Editorial Changes (Organizational, Name & Telephone Numbers changed.) Registration Publication on the Bulletin Board has been changed to the World Wide Web.		Oct 10,1996	16 Oct 96
G	Rewrite. Changes in many para's. Title change.		Jun 3, 1997	Jul. 28, 1997
H	Update to current practices, self audit item #91.		Jun 3, 1998	Jun 24, 1998
I	Meet ISO Guide 62. Correct findings from Self Audit.		Mar. 3, 2000	Mar 20, 2000
J	Update to proposed elimination of endorsement		17 Jul 2000	Jan 19, 2001
K	Updates to the requirements of ISO 9000-2000.		19 Nov 2001	Dec 7, 2001
L	Audit findings		19 Nov 2002	Feb. 5, 2003

+	PREPARED BY	DEFENSE SUPPLY CENTER, COLUMBUS COLUMBUS, OHIO 43216-5000
THIS DOCUMENT IS AVAILABLE FOR USE BY ALL VQ PERSONNEL	APPROVED BY	**QUALITY MANUAL FOR DSCC SOURCING & QUALIFICATIONS UNIT (DSCC-VQ)**
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QUALITY MANUAL FOR DSCC SOURCING & QUALIFICATIONS UNIT (DSCC-VQ)

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1. **REFERENCE DOCUMENTS**

   VQ SOP-03, Procedures for Processing Freedom of Information Act Requests.
   VQ SOP-10, VQ Training
   VQ SOP-12, Proprietary Information.
   VQ SOP-20, Retention of Qualification Information.
   VQ SOP-29, DSCC ISO-9000 Auditing Procedures.
   VQ SOP-33, DSCC ISO-9000 Organization Chart with Attachment (Biography of Operations Board).
   VQ SOP-34, VQ Procedure for Document Control.
   VQ SOP-49, VQ Self-Audit Procedures
   VQ SOP-54, ISO Auditor Requirements
   VQC/VQH SOP-41, Auditor and Certification Program
   VQP SOP-37, VQP Training
   VQE SOP-35, VQE Auditor Training and Certification Program
   SD-6, Provisions Governing Qualifications.
   DoD Manual 4120.24-M, Defense Standardization Program, Policies and Procedures.
   ISO Guide 62

2. **GENERAL INFORMATION**

   2.1 **MISSION STATEMENT AND BACKGROUND**
   The mission of the Defense Supply Center, Columbus (DSCC) Sourcing and Qualification Unit (DSCC-VQ) is to assist in building and maintaining the readiness of the military services and federal agencies. DSCC-VQ strives to provide quality sources to Department of Defense (DoD) specifications and ensure that high reliability components supplied to military services and federal agencies conform to DoD specification requirements. To accomplish this mission DSCC-VQ performs the following activities:

   2.1.1 **Administers the DoD product qualifications program for assigned Federal Stock Classes (FSC's).** The purpose of the DoD product qualification program is to provide for detailed evaluations and tests prior to, and independent of, any acquisition. Qualification reduces unit product costs and improves readiness through assured continuous availability of products of requisite quality, reliability, and safety. Because many specifications are based on performance requirements, the possible variations in design and quality and the nature of the requirements and tests for certain products are such that it is impractical to acquire products based solely on acceptance tests without unduly delaying delivery. Qualification policy and procedure is governed by public law 10 U.S.C. 2319 and 41 U.S.C 253(e). DSCC-VQ administers two qualification programs based on DoD specification requirements and industry needs:

      2.1.1.1 Qualified Products List (QPL): Certification and Qualification of products or families of products for items that are stable and continually available.

      2.1.1.2 Qualified Manufacturers List (QML): Certification and Qualification of an envelope of materials and manufacturing processes on items that have rapid technological advancement or many custom and product designs.

   2.1.2 **Provides sourcing assistance to DoD and federal activities and customers.** DSCC-VQ will identify sourcing problems including zero, single, and diminishing sources; develop quality sources for managed commodities; maintain lists of sources for problem commodities; and identify and solve future sourcing problems to maintain readiness and cost effectiveness of commodities managed.

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2.1.3 **Provides technical assistance to DoD and federal activities and customers.** DSCC-VQ maintains
technical expertise in electronic and certain construction components, acting as the DoD focal point for
electronics and certain construction issues in managed commodities. This expertise is used to evaluate quality
problems, verify performance criteria, assist in interpreting technical specifications, and determining
manufacturing capabilities. DSCC-VQ acts as point of contact for the Government Industry Data Exchange
Program (GIDEP), Single Process Initiative, and other programs where a single, reputable source of technical
expertise is required. DSCC-VQ provides customers with information on manufacturing, process controls,
quality, reliability, and testing of managed commodities.

2.1.4 **Strives to merge the military and commercial industrial base**. DSCC-VQ wherever and whenever possible to
merge the military industrial base with the commercial industrial base in managed commodities.
This when achieved will provide a cost effective means of performance requirement verification. DSCC-
VQ promotes, evaluates, and tracks manufacturers' statistical process control programs and test optimization
where the governing specification allows. DSCC-VQ, always encourages the use of manufacturers' existing
quality system where it meets the military's needs, thus reducing the need for duplicate systems and the amount
of military unique quality system requirements, which will help reduce costs.

2.1.5 **Administers DSCC-VQ ISO 9000 certification program.** DSCC-VQ provides ISO 9000 registration in
Conjunction with high reliability military QPL and QML audits. This service provides a single, credible, cost
effective ISO 9000 registration to QPL/QML manufacturers. It also helps merge military and commercial
quality systems and help make QPL/QML suppliers globally competitive. DSCC-VQ will use the ISO 9001
quality system standard and meet the requirements of ISO Guide 62. Standard Industry
Classification Code 36, Electrical Equipment, Electronics, and Communications Equipment and Systems covers
the entire scope of the DSCC-VQ program.

2.2   QUALITY POLICY

DSCC-VQ and the associated teams VQC, VQE, VQH, and VQP will abide by the following quality policy:

We will be the best auditing organization in the world to assure the highest quality QPL/QML products at the best value for our customers.

2.3   ACCREDITATION

DSCC-VQ is not an accredited ISO-9000 registrar. DSCC-VQ currently has a Memorandums of Understanding
(MOU) with accredited registrars to recognize DSCC ISO-9000 audits.

2.4   LEGAL STATUS

DSCC-VQ is a unit under the Office of Logistics Support, Defense Supply Center, Columbus (DSCC), Defense
Logistics Agency (DLA), Fort Belvoir, Virginia. DLA is an agency under the U.S. Department of Defense.

3.   **STATEMENT OF ORGANIZATION**

The DSCC-VQ Operations Board consists of the Unit Chief, and the four Team Chiefs. The Operations Board is chaired by
the Chief of DSCC-VQ who also acts as the Technical Program Manager.

3.1   ORGANIZATION CHART

SEE VQ SOP-33, Organization Chart

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3.2 CONSTITUTION

The organization's mission and functions are spelled out in this Quality Manual and the Department of Defense Manual 4120.24-M, Defense Standardization Program, Policies and Procedures including the Provisions Governing Qualifications, SD-6.

3.3 FINANCIAL OVERSIGHT

Financial oversight is provided in budgetary and expenditure reviews held with the Director of the Logistics Office and the DSCC Commander.

3.4 RULES OF PROCEDURE

The Operations Board is convened at the request of the Technical Program Manager (TPM). Any member unable to attend may be represented by a standing alternate designated by that member to serve any time he/she is unavailable to attend. Decisions of the board are by consensus of the members.

4. **RESPONSIBILITIES**

The TPM has full authority from the OSD, DLA, and the DSCC Commander, and is responsible for issuing QPL/QML certification, QPL/QML qualification, and the DSCC-VQ ISO-9000 Registration. The TPM reviews the ISO 9000 Final Audit Report to ensure that the QPL/QML manufacturer meets the requirements of the selected ISO-9000 standard. The TPM carries out his responsibilities with the assistance of the Operations Board. The TPM sets the fundamental policies of the activity with the guidelines set out in DoD and DLA policy. Policies are published in this manual and Standard Operation Procedures (SOPs). The Operations Board provides oversight and policy implementation through periodic reviews of audit activities. Team chiefs ensure the technical competence of auditors through periodic assessment. Team chiefs ensure that auditor training requirements are met, and assist in the selection of lead auditors. The ISO-9000 Working Group (IWG) consists of auditors from each technology area. IWG membership is voluntary, with representation by all teams. The IWG provides program oversight at the working level to ensure audit consistency. The lead auditor is responsible for all phases of the audit and has the authority to delegate tasks to other members of the audit team.

4.1 TECHNICAL PROGRAM MANAGER

4.1.1 Reviews ISO 9000 Final Audit Reports to ensure conformance to the selected ISO-9000 standard.

4.1.2 Approves the issue of the certification and/or the registration.

4.1.3 Manages the finances of the unit.

4.1.4 Acts as the final arbitration authority on complaints elevated by the Operations Board.

4.1.5 Responsible for internal audit activity.

4.1.6 Reviews QPL/QML Trip Reports.

4.1.7 Delegates DCMA and foreign counterparts to assist DSCC in administering the QPL/QML programs.

4.2 OPERATIONS BOARD

   4.2.1   Provides program oversight and policy implementation.

   4.2.2   Acts as impartial arbitration authority on complaints elevated by the team chiefs.

   4.2.3   Meets as needed, to review program performance.

4.3 TEAM CHIEFS

   4.3.1   Assess auditors annually to ensure training requirements are met.

   4.3.2   Assist in the selection of the Lead Auditor.

   4.3.3   Acts as impartial arbitration authority on complaints elevated by the Lead Auditor.

   4.3.4   Assures that auditors maintain surveillance in accordance with 4.6.

4.4 ISO-9000 WORKING GROUP (IWG)

   4.4.1   Ensures ISO-9000 audits consistency between all teams and technologies.

   4.4.2   Debriefs from audit team, as needed.

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   4.4.3   Updates training to meet current requirements.

   4.4.4   Develops, maintains, and updates the ISO-9000 program.

   4.4.5   Maintains ISO-9000 status report.

   4.4.6   Provides feedback on "lessons learned" to team personnel.

4.5 LEAD AUDITOR

   4.5.1   PRIOR TO AUDIT

      4.5.1.1   Provides a written request to the manufacturer for preaudit information.

      4.5.1.2   Performs a desk review of the submitted preaudit information.

      4.5.1.3   Provides a written request to the manufacturer for any additional information, if necessary.

      4.5.1.4   Provides written notification to the manufacturer when preaudit information, including Scope, is approved.

      4.5.1.5   Determines audit resources and coordinates/schedules audit.

      4.5.1.6   Provides a written audit schedule to the manufacturer.

4.5.2 AUDIT

    4.5.2.1   Performs opening meeting and completes opening meeting checklist.

    4.5.2.2   Performs audit and completes appropriate Checklist, if applicable.

    4.5.2.3   Notifies Team Chief for consultation if audit objectives are unattainable.

    4.5.2.4   Reviews, approves, and classifies all non-conformities.

    4.5.2.5   Performs closing meeting and completes closing meeting checklist.

    4.5.2.6   Signs all pages of the nonconformity statements (VQ-SOF-78 or equivalent) with the manufacturer.

    4.5.2.7   Establishes a due date for corrective actions.

    4.5.2.8   Informs company of audit team's recommendation.

4.5.3 ISO 9000 POST AUDIT

    4.5.3.1   Briefs IWG on audit results, as necessary.

    4.5.3.2   Reviews corrective actions and closes out ISO-9000 DSCC Audit Results (DARs).

    4.5.3.3   Completes Final Audit Report.

    4.5.3.4   Submits Final Audit Report through the chain of command for TPM approval to issue a registration.

4.5.3.5 Prepares draft registration and submits to the Management Assistant.

    4.5.3.6   Prepares registration certificates, approval letter, and audit reports and submits to signature coordination and TPM's signature.

    4.5.3.7   Provides a copy of the registration approval letter to the Technical Publication Editor for updating the "Directory of Manufacturers Issued a Registration".

    4.5.3.8   Monitors the use of the registration and DSCC ISO-9000 logo.

    4.5.3.9   Assembles and files audit records.

    4.5.3.10   Ensures that all corrective actions and books are completed per SOP 29..

4.6 AUDITORS

4.6.1 Maintains contact with the manufacturer to address specification and ISO-9000 interpretation issues and any other problems affecting the quality system.

4.6.2 Reaudits the manufacturer every two years or as deemed necessary in accordance with the applicable military specification or standard.

4.6.3 Assembles and files audit records.

4.6.4 Assists the team chief and lead auditor, as required.

4.7 QUALIFICATIONS DATA REVIEW ASSISTANT

4.7.1 Receives coordinated draft of registration from Lead Auditor and prepares final registration for the DSCC Commander's signature.

4.7.2 Submits registration through chain of command for signature.

4.7.3 Returns the original registration to the Lead Auditor.

4.8 MANUFACTURERS

4.8.1 REQUEST FOR AN AUDIT

4.8.1.1 Submits a written request for an ISO-9000 audit.

4.8.1.2 Provides all requested preaudit information.

4.8.1.3 Supplies a controlled copy of their Quality Manual.

4.8.1.4 Assigns a management representative for the ISO-9000 program.

4.8.2 AUDIT/SURVEILLANCE

4.8.2.1 Provides full cooperation for the audit.

4.8.2.2 Provides knowledgeable personnel to support the audit.

4.8.2.3 Notifies DSCC before the audit of any problems.

4.8.2.4 Plans and carries out corrective actions within the time-frame specified by the Lead Auditor.

4.8.3 AUDIT/SURVEILLANCE

4.8.3.1 Comply with all requirements of QPL/QML certification and ISO-9000 registration.

4.8.3.2 Notifies DSCC in writing, of any major changes to their quality system.

4.8.3.3 Notifies DSCC of any issues that have an adverse affect on product quality.

5. **AUDITOR QUALIFICATIONS AND TRAINING**

The qualification and training requirements for ISO auditors is addressed in VQ SOP-10 (VQ Training), VQE SOP-35 (VQE Auditor Training and Certification Program), VQP SOP-37 (VQP Training), VQC/VQH SOP-41 (auditor and Certification Program), and VQ SOP-54 (ISO Auditor Requirements).

5.1   SCOPE:

The goal of VQ is to develop and maintain world class auditors knowledgeable in the latest technologies, quality assurance, manufacturing, and testing processes. An additional goal of VQ is to produce auditors that can communicate effectively and work in teams to accomplish the auditing mission in the most professional and consistent manner possible.

5.2   FORMAL EDUCATION/EXPERIENCE:

The formal education and/or experience requirements for classification as an entry level 0855 Electronics Engineer and an 0856 Electronics Technician are governed by DoD Regulations TS-3 and TS-59, respectively. Either of these requirements must be met as a minimum for all auditors. Advanced formal education is encouraged for all auditors and tuition assistance is available.

5.3   MILITARY/TECHNOLOGY AUDITOR TRAINING

The training requirements for military specification auditors is described in VQ SOP-10 (VQ Training) and further defined for each team in SOP-35 (VQE Auditor Training and Certification Program), SOP-37 (VQP Training), and SOP-41 (Auditor and Certification Program). This training consists of classroom, on-the-job experience, and written examinations. Additionally, each auditor's capability is evaluated (by actual observation of the auditor working) by certified auditors. A Certificate of Training is awarded by a panel when all of the specified requirements have been met.

5.4   ADDITIONAL REQUIREMENTS FOR ISO AUDITORS

In order to qualify as an ISO Auditor, the auditor must meet the following requirements:

5.4.1   Gain a certificate as a military/technology auditor as specified in Paragraph 5.3 above.

5.4.2   Successfully complete an approved ISO Lead Auditor course.

5.4.3   Gain work experience as follows:

5.4.3.1   Four years full-time appropriate practical workplace experience, not including training (i.e., classroom and course time). Two years must be quality assurance related.

5.4.3.2   Participation in four high reliability or ISO audits, minimum, for a total of 20 days (excluding travel), including documentation review, actual audit activities, and audit reporting.

5.5 ISO LEAD AUDITOR

In order to qualify as a Lead Auditor, the auditor must meet the following additional requirements:

5.5.1 Become an ISO auditor.

5.5.2 Act as a certified auditor on three complete high reliability or ISO audits.

5.5.3 Be evaluated by an IWG member.

5.6 RESPONSIBILITY FOR AUDITOR QUALIFICATION AND TRAINING

5.6.1 Supervisors are responsible for assuring the existence and implementation of training programs and to assure that auditors perform work only as appropriate to their qualifications.

5.6.2 Supervisors are responsible to evaluate the status of each auditor's certification annually.

5.6.3 The IWG is responsible for assuring the consistency of training throughout the division. The IWG, additionally, provides feedback on lessons learned, as well as changes to the ISO specifications or the audit process to the branches through the distribution and briefing of IWG minutes and other methods, as needed.

5.6.4 Auditor performance is reviewed by an IWG member after every ISO audit and auditor approval status is additionally evaluated by the Team Chief annually.

5.7 RECORD KEEPING

Each team maintains files for each auditor in accordance with VQ SOP-10 (VQ Training) and VQ SOP-54 (ISO Auditor Requirements). Records are kept at least as long as the auditor is employed at DSCC-VQ. When an employee terminates employment at DSCC-VQ, training records will be retained at least 5 years since his or her last audit.

6. **OPERATING PROCEDURES**

6.1 AUDITING PROCEDURES

Military audit procedures are detailed in team SOPs by commodity. Detailed procedures governing DSCC-VQ ISO-9000 audits are contained in VQ SOP-29, DSCC ISO-9000 Audit Procedures.

6.2 SURVEILLANCE OF MANUFACTURER QUALITY SYSTEM

Surveillance of the manufacturer's quality system is performed normally through routine reaudits, in conjunction with the applicable military specification/standard.

In addition, DSCC-VQ auditors maintain contact with manufacturers between audit cycles to assist in the interpretation of specifications, test standards, and the quality assurance system. Manufacturers routinely submit retention reports, technology review board minutes, design changes, self-audit reports, and other technical information under the military specification program. All of this technical information is used as key indicators as to the effectiveness of the manufacturer's quality system. Through these indicators, DSCC has the flexibility to adjust the audit schedule to ensure that the implemented quality system is operating correctly. DSCC-VQ auditors also

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receive feedback on the effectiveness of the quality system from the military services, equipment manufacturers, and NASA through informal channels and the product deficiency system. DSCC has full discretion to adjust the reaudit cycle and/or perform immediate reaudits, announced or unannounced, as deemed necessary.

6.3   CONFIDENTIALITY OF MANUFACTURER INFORMATION

All manufacturer information is treated as proprietary in accordance with VQ SOP-12, Proprietary Information. Some documents, however, may be releasable under the Freedom of Information Act. All DSCC-VQ auditors will consult DoD 4120.24-M, Appendix 2, and VQ SOP-03, Procedures for Processing Freedom of Information Act Requests for a listing of releasable documents.

6.4   EVALUATION OF CHANGES TO A MANUFACTURER'S QUALITY SYSTEM

Major changes to a manufacturer's quality system must be reviewed and approved by DSCC-VQ or the Manufacturer's TRB. Changes may be approved through the use of additional documentation from the manufacturer and may require a reaudit of affected facilities or lines as deemed appropriate. All reaudits will be performed in accordance with team SOPs and VQ SOP-29 (DSCC ISO-9000 Auditing Procedures). Changes in audit scope will be documented by teams in the manufacturer's file and a new registration issued, as necessary.

6.5   ISO 9000 AUDIT NON-CONFORMITY CLASSIFICATION

Non-conformities as a result of a DSCC ISO-9000 audit are categorized as either major or minor. The type and nature of the non-conformity will impact DSCC's decision to issue a registration to a manufacturer. DSCC will not issue an ISO-9000 registration to any manufacturer that has major non-conformities until they are all corrected. The correction of major non-conformities will require the manufacturer to develop a corrective action plan and submit documentation verifying correction. The Lead Auditor has the discretion to require a reaudit of major non-conforming areas if needed. DSCC may issue conditional registration to manufacturers with minor non-conformities provided the manufacturer has a plan to correct them in a timely manner. Additional details on corrective actions are in VQ SOP-29 (DSCC ISO-9000 Auditing Procedures).

6.6 SUSPENSION, REMOVAL, OR WITHDRAWAL OF A REGISTRATION

Procedures and policies for removal of a manufacturer's QPL/QML listing are governed by the applicable military specification and DoD 4120.24-M, Appendix 2. Manufacturers may have their ISO-9000 registration suspended or removed as a result of deviation from their approved quality system, not resolving audit non-conformities, or fraudulent or deceptive acts that question the integrity of the manufacturer. Manufacturers whose certification, qualification or registration has been suspended or removed must discontinue any advertising matter that contains any reference thereto and shall return all certificates issued by DSCC. Suspension or removal decisions will be made by the Technical Program Manager. Manufacturers may withdraw from the program at any time through a written request. A withdrawal acknowledgment letter will be prepared and forwarded to the manufacturer. Branches will maintain suspension, removal, and withdrawal records on their manufacturers. All final suspension, removal, and withdrawal actions will be coordinated with the QPL/QML editor for revisions to the directory. Files on all manufacturers that have their qualification or registration removed will be maintained for a minimum of two years.

6.7   INTERNAL AUDIT PROCEDURES

The Technical Program Manager, or his designee, shall perform an internal audit of the operating procedures, in accordance with VQ SOP-49 (VQ Self-Audit Procedures), annually to ensure that the requirements of this Quality Manual are being met. Audit results and corrective actions will be compiled in an audit report and reported to the Operations Board. The Operations Board has the responsibility to ensure that all non-conformities are corrected in a timely manner.

7. **USE OF QUALIFICATIONS, CERTIFICATES, AND SYMBOLS**

   7.1 USE OF THE REGISTRATION

   Manufacturers are permitted to use their registration certificate in conjunction with the business practices of only selling products produced by those audited facilities or lines. In no way will any manufacturer imply that their products are endorsed by the DoD as a result of ISO-9000 audit. Restrictions on the use of the registration will be included in the approval package.

   7.2 USE OF QPL/QML QUALIFICATION

   Manufacturer obligations regarding the use of a QPL/QML qualification are described in DoD 4120.24-M, Appendix 2.

   7.3 USE OF DSCC-VQ ISO-9000 LOGO

   Manufacturers are permitted to use the DSCC-VQ ISO-9000 logo in conjunction with the business practices of selling only products produced by those audited facilities or lines. The DSCC-VQ ISO-9000 logo may not be placed on any part, shipping package, or certificate of conformance. In no way will any manufacturer imply that their products are endorsed by the DoD as a result of ISO-9000 audit. Restrictions on the use of the DSCC-VQ ISO-9000 logo will be included in the approval package.

8. **DOCUMENTATION AND CHANGE CONTROL**

   8.1 SCOPE

   Detailed documentation control procedures are contained in VQ SOP-34, VQ Procedure for Documentation Control.

   8.2 COMPLIANCE

   Compliance to procedures is maintained by:

   8.2.1 Review/training each associate to new revisions.

   8.2.2 Self audits.

   8.3 UNCONTROLLED COPIES

   Only the Technical Program Manager or Assistant may approve the issue of uncontrolled manuals to persons outside of DSCC. Uncontrolled manuals will be clearly marked "NON-CONTROLLED COPY". Non-controlled copies will not be updated.

   8.4 OBSOLETE DOCUMENTS

   Outdated masters shall be retained in a master history file and marked "OBSOLETE". Obsolete document issues are removed from the Document Control Books, destroyed, and then replaced with the newest revision by the Document Control Manager. If the old revision is kept for any reason, it shall be clearly marked "OBSOLETE".

9. **PUBLICATIONS**

9.1   SCOPE

The information contained in this section covers the registration information on all manufacturers that have successfully passed a DSCC-VQ QPL/QML or ISO 9000 audit.

9.2   QPL AND QML PUBLICATION

Policies and procedures for publishing QPLs and QMLs are described in DoD 4120.24-M, Appendix 2. QPLs and QMLs are available on the DSCC-VQ Home Page at:http://www.dscc.dla.mil/offices/sourcing_and_qualification/.

9.3   ISO 9000 REGISTRATION PUBLICATION

The DSCC QPL/QML editor will update the DSCC Directory of Manufacturers Issued a registration as soon as the registration is issued. Registration approval letters will include a courtesy copy to the editor for updating of the directory and the DSCC World Wide Web. QPL/QMLs may include a listing of manufacturers issued a registration as an attachment. The World Wide Web address is as follows: http://www.dscc.dla.mil/offices/sourcing_and_qualification/.

9.4   ISO 9000 CERTIFICATE

DSCC provides a registration certificate for each manufacturer that successfully passes an ISO-9000 audit. This registration remains the property of DSCC after issue. All registrations will include the name and location of the plant, applicable specifications and standards, and the scope of audit. Accreditation symbols by organizations that have a Memorandum of Understanding with DSCC may be attached to the bottom-center of the registration.

9.5   OTHER DOCUMENTATION

Other DoD and ISO-9000 publications referenced in this Quality Manual are maintained by the Unit Chief.

10. **RECORD KEEPING**

10.1 SCOPE

This section applies to all activities involved with the QPL/QML and ISO-9000 audit process.

10.2 MANUFACTURER INFORMATION

All QPL/QML and ISO-9000 information shall be maintained in manufacturer and administrative files in the appropriate team. If a new manufacturer is requesting initial QPL/QML certification along with an ISO-9000 audit, then a file shall be established for that manufacturer. Records will be retained in accordance with the requirements for QPL/QML information in VQ SOP-20 (Retention of Qualification Information).

10.3 PROPRIETARY INFORMATION

All information provided by manufacturers and manufacturer information generated by auditors shall be considered proprietary. All information will be protected from unauthorized or unnecessary disclosure in accordance with VQ SOP-12 (Proprietary Information) and VQ SOP-03 (Procedures for Processing Freedom of Information Act Requests).

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10.4 FIELD SECURITY

During all audits, the Lead Auditor is responsible for maintaining security of all material provided by the manufacturer and gathered by the team as supporting documentation for their final report.

10.5 ACCESS

Access to any manufacturer information at DSCC is strictly on a need-to-know basis and in accordance with VQ SOP-12 (Proprietary Information). Auditors for a manufacturer will maintain a log to document access by personnel outside of the Sourcing and Qualifications Division, DSCC-VQ. Copies of all materials shall be documented in the log and must be returned by the mutually agreed due date maintained in the log. Auditors will periodically review files to ensure copies have been returned.

11. **MANAGEMENT REVIEW**

11.1 SCOPE

This section describes procedures and responsibilities for performing a management level review of the DSCC-VQ QPL/QML and DSCC ISO-9000 program. A management review will be performed once a year as a minimum. The management review will be performed by the Technical Program Manager and the Operations Board. It includes:

11.1.1   Review of previous goals and if they were met.

11.1.2   Establishment of new goals, if applicable.

11.1.3   Review the VQ input to the V business plan.

11.1.4   Review customer feedback.

12. **APPEALS, SUGGESTIONS, AND COMPLAINTS**

12.1 SCOPE

This section describes the procedures and responsibilities for handling manufacturers: 1) Appeals on deficiencies, non-conformities, certifications, or approvals, and 2) complaints and suggestions regarding the services of DSCC-VQ.

12.2 PURPOSE

12.2.1   Manufacturers are encouraged to provide DSCC with their complaints and suggestions regarding the services we provide them. These will be used to improve our services and prevent a recurrence of the problem.

12.2.2   The appeals process provides manufacturers with a method to have DSCC re-evaluate decisions regarding deficiencies, non-conformities, certifications, or approvals.

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12.3 PROCEDURE

   Manufacturers' complaints or suggestions may be provided in the form of a facsimile, letter, or verbally, either over the telephone or in person. Appeals on deficiencies, non-conformities, certifications, or approvals should be provided in writing. It is recommended that the manufacturer try to resolve problems at the Lead Auditor level first, and then follow the escalation procedure if necessary. All appeals, complaints, and suggestions (QPL/QML and ISO) program will be entered in the Complaint/Suggestion Log by the receiving party. Complaints on personnel will be kept confidential.

12.4 RESPONSE

   All complaints, suggestions, or appeals, including those escalated, will be acknowledged within 30 days of receipt. A record (Form 271, letter, FAX cover sheet, etc.) will be made of the acknowledgment, action taken, and final resolution. All corrective actions as a result of appeals, suggestions, complaints will be reviewed for effectiveness during the next self audit.

12.5 ESCALATION

   The escalation chain is as follows:

   Lead Auditor
           Team Chief
                   Operations Board
                           Technical Program Manager

13. **LANGUAGE REQUIREMENT**

No audit personnel will perform an audit where they are not fluent in the agreed language or do not have the support of a translator with the necessary technical language skills. Translators will not be subject to pressures that would affect the performance of the audit.

14. **CODE OF ETHICS**

To avoid conflicts of interest and maintain high ethical standards, each DSCC employee receives mandatory yearly ethics training by the Designated Agency Ethics Official (DAEO) from the DSCC legal department. All auditors are trained to conduct themselves in a professional manner and be free from bias and influences which could affect objectivity.